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ABSTRACT

The report discusses the winter 2000 student satisfaction survey at Rogue Community College (RCC) (Oregon). The annual survey is an important tool by which the college measures its achievement in the areas of services, classes, and facilities. The primary purpose of the study is to obtain feedback from attending students regarding the issues that impact their ability to focus on learning. It includes representative verbatim comments and suggestions for improvement. The Institutional Effectiveness Task Force (IETF) oversees the development, administration, and tabulation of the survey, as well as distribution of the survey management reports and recommendations to appropriate RCC managers. In both ABE/GED surveys, the areas of primary interest are the same: access to information about RCC (services and programs offered); getting started in ABE/GED (registration, orientation, assessment, etc.); and attending classes (time, location, class schedules, parking, etc.). On the whole, ABE/GED students are satisfied and enthusiastic about their learning experience. Most students like their instructors and believe the faculty and staff are helpful, friendly, and supportive. The relatively few negative comments and suggestions for improvement center mainly on easier access to information, confusion with getting started, parking at some locations, and a desire for more classes. Contains Sample Summary and Questionnaire. (JA)

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STUDENT SATISFACTION SURVEY
WINTER 2000

ROGUE COMMUNITY COLLEGE
ABE/GED PROGRAM

ED 448 843

MANAGEMENT REPORT

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INTRODUCTION

Background and Purpose

Rogue Community College's annual Student Satisfaction Survey is a primary tool by which the college measures its achievement in the areas of services, classes, and facilities. The primary purpose of the study is to obtain feedback from attending students regarding the issues that impact their ability to focus on learning.

The Winter 2000 version of the Student Satisfaction Survey is the fourth survey in the series college-wide (the first survey occurring in Fall 1997, followed by Spring 1998 and Fall 1998), but it is the second time that the ABE/GED Program has been included (the first time being Fall 1998). In both ABE/GED surveys, the areas of primary interest are the same:

- *Access to information about RCC (services and programs that we offer)*
- *Getting started in ABE/GED (registration, orientation, assessment, general information, etc.)*
- *Attending classes (time, location, class schedules, parking, etc.)*
- *Other comments/suggestions for improvement*

The Institutional Effectiveness Task Force (IETF) oversees the development, administration, and tabulation of the survey, as well as distribution of the survey management reports and recommendations to appropriate RCC managers and others. Following distribution and presentation of the management reports, managers respond to IETF with action plans and progress reports based on management report recommendations.

Other versions of this Student Satisfaction Survey are conducted at the Redwood and Riverside Campuses in Josephine and Jackson Counties and at the Workforce Training Center at the VA Domiciliary in White City. Separate management reports are generated for RWC/RVC and the WFTC.

INTRODUCTION (cont)

Methodology

Questionnaires and instructions for survey administration were given to instructors at the six ABE/GED sites, three in Jackson County and three in Josephine County, as follows:

Jackson County	Fir Street Learning Center (FSLC) Market Street Learning Center (MSLC) Workforce Training Center (WFTC)
Josephine County	Downtown Center (DTC) Illinois Valley Learning Center (IVLC) Redwood Campus (RWC)

Students completed the surveys during class time during the first week of February in Winter quarter, 2000. A total of 120 questionnaires were collected from the six ABE/GED learning centers. Refer to the Sample Summary at the back of this report for more detail on sample composition. A copy of the questionnaire is also located at the back of this report.

Analysis

This Management Report provides findings for the Winter 2000 Student Satisfaction Survey for ABE/GED learning centers. Results are analyzed by total ABE/GED (data from all sites combined), by total Josephine and Jackson Counties, and by individual site for comparison purposes.

Following the Executive Summary and Recommendations sections, data tables and representative verbatim responses to the open-ended questions are presented.

EXECUTIVE SUMMARY

In all areas surveyed, across all sites and both counties, positive responses far outnumber negative comments or suggestions for improvement. On the whole, ABE/GED students are satisfied and enthusiastic about their learning experience. Most students like their instructors and believe the faculty and staff are helpful, friendly, and supportive. The relatively few negative comments and suggestions for improvement center mainly on easier access to information, confusion with getting started, parking at some locations, and a desire for more classes.

IVLC, WFTC, and RWC students seem generally most satisfied among all areas surveyed, offering few negative comments or suggestions for improvement. FSLC and the DTC show the highest levels of negative comments or improvement suggestions, while the MSLC exhibits a somewhat lower proportion.

Access to Information about RCC

- Comments in this area are generally positive across all sites. Most students have no trouble accessing needed information about RCC, and they generally find the information to be helpful and complete.

- At the FSLC and the DTC, there is an indicated need for better dissemination of information about RCC and its services and programs – in contrast to the other four sites, where virtually no student finds access to information less than adequate.

- When there is a problem with adequate access to information, the trouble generally centers on locating the information and not with the completeness of the information.

Getting Started in ABE/GED

- At all sites, most students are positive about the ease of getting started, citing especially staff helpfulness and encouragement. Some students are apprehensive when they first get started, but the process soon puts them at ease.

- Most negative comments center on feeling confused, or possibly overwhelmed, in some way. Other comments mention assessment tests and the cost of tuition.

EXECUTIVE SUMMARY (cont)

Attending Classes

- By far, most comments about attending classes are positive. Times, locations, and schedules are good for most students, and they are generally satisfied with their instructors and the quality of their education.

- Parking is the overriding issue affecting class attendance, especially for the FSLC, MSLC, and DTC.

Other Comments/Suggestions for Improvement

- Across sites, 72 students offer additional comments or suggestions for improvement. Most comments are positive, expressing appreciation for the program and the presence of RCC, for the friendliness and helpfulness of the faculty and staff, and for the heightened self-esteem that success in the program brings.

- Suggestions for improvement center primarily on a desire for more classes, better food service, and walls on the gazebo at the DTC.

RECOMMENDATIONS

As these recommendations and the verbatim comments are reviewed, one should keep in mind that, in many cases, the comment was made by only a few or less students. However, many students may not voice their thoughts, so all negative comments or suggestions for improvement should be considered and not necessarily discounted. The recommendations that follow focus on the most outstanding issues that may be acted upon.

FSLC, MSLC, DTC: Consider ways to make information about RCC and its services and programs more readily available to students, especially financial aid options.

FSLC: Examine the completeness of the information that is made available to students.

MSLC, IVLC, RWC: Consider ways to further reduce confusion among students during the process of getting started in the ABE/GED program.

MSLC: Review how assessment tools are presented to students to enhance understanding and acceptance of the role these tools play.

FSLC, MSLC, DTC: Examine the parking situation, and make recommendations to RCC administrators and/or students.

DTC: Erect walls on the student gazebo. Consider developing a snack bar on site.

DATA TABLES

Q1 - Adequate access to information about RCC (services and programs that we offer)

	Total ABE/GED (n=120)	Total JACO (n=61)	FSLC (n=29)	MSLC (n=20)	WFTC (n=12)
Positive comments, no problems, helpful, complete information	88 %	90 %	79 %	100 %	100 %
Negative comments, suggestions (net)	8 %	7 %	13 %	5 %	- %
More publicity	6	3	3	5	-
More information	2	3	7	-	-
No answer	7 %	5 %	13 %	- %	- %

	Total ABE/GED (n=120)	Total JOCO (n=59)	DTC (n=15)	IVLC (n=11)	RWC (n=33)
Positive comments, no problems, helpful, complete information,	88 %	85 %	53 %	91 %	97 %
Negative comments, suggestions (net)	8 %	8 %	33 %	- %	- %
More publicity	6	8	33	-	-
More information	2	-	-	-	-
No answer	7 %	8 %	20 %	9 %	3 %

Note: Percentage totals may not equal 100% because of multiple answers/rounding.

Q2 - Getting started in ABE/GED (registration, orientation, assessment, general information, etc.)

	Total ABE/GED (n=120)	Total JACO (n=61)	FSLC (n=29)	MSLC (n=20)	WFTC (n=12)
Positive comments, easy, well organized, helpful, enjoyable	93 %	93 %	79 %	100 %	117 %
Negative comments, suggestions (net)	6 %	5 %	3 %	10 %	- %
Confusing	3	2	-	5	-
Assessments	2	3	3	5	-
Cost	1	-	-	-	-
No answer	8 %	13 %	17 %	5 %	17 %

	Total ABE/GED (n=120)	Total JOCO (n=59)	DTC (n=15)	IVLC (n=11)	RWC (n=33)
Positive comments, easy, well organized, helpful, enjoyable	93 %	93 %	100 %	91 %	91 %
Negative comments, suggestions (net)	6 %	7 %	7 %	18 %	3 %
Confusing	3	5	-	18	3
Assessments	2	-	-	-	-
Cost	1	2	7	-	-
No answer	8 %	3 %	- %	- %	6 %

Note: Percentage totals may not equal 100% because of multiple answers/rounding.

Q3 - Attending classes (time, location, class schedules, etc.)

	Total ABE/GED (n=120)	Total JACO (n=61)	FSLC (n=29)	MSLC (n=20)	WFTC (n=12)
Positive comments; times, locations, and schedules good; instruction and teachers good	112 %	111 %	107 %	110 %	125 %
Negative comments, suggestions (net)	21 %	28 %	34 %	30 %	8 %
Parking	13	15	14	20	8
Expanded days/hours	3	7	7	10	-
Better book access	2	2	3	-	-
Study in Medford	1	2	3	-	-
Want course credit	1	2	3	-	-
Want own hours	1	2	3	-	-
No answer	6 %	3 %	- %	10 %	- %

	Total ABE/GED (n=120)	Total JOCO (n=59)	DTC (n=15)	IVLC (n=11)	RWC (n=33)
Positive comments; times, locations, and schedules good; instruction and teachers good	112 %	112 %	100 %	109 %	118 %
Negative comments, suggestions (net)	21 %	14 %	33 %	- %	9 %
Parking	13	12	33	-	6
Expanded days/hours	3	-	-	-	-
Better book access	2	2	-	-	3
Study in Medford	1	-	-	-	-
Want course credit	1	-	-	-	-
Want own hours	1	-	-	-	-
No answer	6 %	8 %	7 %	18 %	6 %

Note: Percentage totals may not equal 100% because of multiple answers/rounding.

Q4 - Other comments/suggestions

	Total ABE/GED (n=120)	Total JACO (n=61)	FSLC (n=29)	MSLC (n=20)	WFTC (n=12)
Positive comments; staff helpful/friendly	59 %	64 %	48 %	95 %	50 %
Negative comments, suggestions (net)	15 %	16 %	28 %	- %	17 %
More classes	4	8	14	-	8
Food service	4	2	3	-	-
Walls on gazebo	3	-	-	-	-
Quieter/more space	2	3	3	-	8
Hard to understand	1	2	3	-	-
Need more information	1	2	3	-	-
Don't like class	1	-	-	-	-
No answer	40 %	39 %	31 %	40 %	58 %

	Total ABE/GED (n=120)	Total JOCO (n=59)	DTC (n=15)	IVLC (n=11)	RWC (n=33)
Positive comments; staff helpful/friendly	59 %	54 %	13 %	82 %	64 %
Negative comments, suggestions (net)	15 %	14 %	47 %	- %	3 %
More classes	4	-	-	-	-
Food service	4	7	20	-	3
Walls on gazebo	3	5	20	-	-
Quieter/more space	2	-	-	-	-
Hard to understand	1	-	-	-	-
Need more information	1	-	-	-	-
Don't like class	1	2	7	-	-
No answer	40 %	41 %	53 %	45 %	33 %

Note: Percentage totals may not equal 100% because of multiple answers/rounding.

REPRESENTATIVE VERBATIM COMMENTS AND SUGGESTIONS FOR IMPROVEMENT

These comments represent approximately 90% or more of all written feedback, given with spelling and punctuation edited, but otherwise left unchanged. Certain comments (when limited to a single word, or a clear duplicate of ideas already presented) have been eliminated for reasons of length. Because of the frank nature of many of these remarks, it is understood that this material is to remain an internal document, with circulation limited within divisions to those who have the responsibility for making appropriate adjustments to improve institutional quality.

Question 1: Adequate Access to Information about RCC

Fir Street Learning Center

This program has helped me a lot with my English. I like to use the computer and have someone to answer my questions. I have improved a lot since I started as an ESL student.

I am satisfied with the information on RCC. I have adequate access to any information.

Access to information was very good for the ones that care.

I had no problem finding literature about RCC.

I have been given more than adequate help and information about RCC and its services. I am very happy about all the help I have been given.

I feel like I can get all the information I need. There is always somebody that answers all my questions.

I received good information and service.

I feel that the information about RCC is very easy to get a hold of.

The access to information was very adequate, no problems.

Every problem I have, they have a way to solve it, through personal help, computer books, or even videotapes on science and social studies.

I'm pleased with the whole staff at RCC. Anytime I have questions about classes, they seem to always have an answer, or if they don't, they ask other people.

Yes, I have access to RCC and all its opportunities. I like having access to the drinking fountain, and the bathrooms are clean.

Everything and everybody was getting information to me in a nice, prompt way.

Access to information was very good and adequate programs.

Access to information is very good. The services I have received and the programs are great.

Question 1: Adequate Access to Information about RCC (cont)

Fir Street Learning Center (cont)

I feel that we need to get more information on RCC out in the community so more people can attend. I'm fairly new here, but I really enjoy the program so far. I'd like to know more about RCC and how it can help me further my education.

I want to know about how to prepare for college.

The access to information is easy and very accessible, but some students like myself would rather study at home. Why can't some of the books be available to check out?

Rogue Community College's GED program and Learning Center need to have more access to financial aid information. The instructors have the student go over to the lounge building. It would be nice to have a representative come over and talk about higher education.

Services and programs that you offer are okay so far, but probably [RCC] could offer a bit more.

Question 1: Adequate Access to Information about RCC (cont)

Market Street Learning Center

Very adequately done – you definitely know all of your options.

It has helped me a lot on my math and reading, and I hope that someone else says that it also has helped them.

Very well informed, not too out of order, everything is in place.

Access is quite good – instructors are good at giving information when asked.

As far as I know, yes, it seems adequate.

I feel that RCC is very accessible.

The programs here at RCC that they offer are reading, math, social studies, and science, and even to get your GED.

All instructors have been extremely helpful with information on continuing my education.

I think the information about RCC is great. I feel I am learning a lot from this class.

The services and programs that you offer are really very helpful to people that have special needs and need help to improve skills and to acquire knowledge. This program of the government is very important because it educates and improves our skills.

I have had no trouble locating information that I needed.

I believe that the resources here about school all around are adequate. There is the Internet, books, a lady that comes in on Thursdays, and there are all different kinds of resources to be used, and I believe this is a great school!

I think that RCC services are really good, and it was very helpful to me that I get to come here and "up my skills."

I think RCC is a great asset to the community.

Question 1: Adequate Access to Information about RCC (cont)

Market Street Learning Center (cont)

Yes, your services, information, and access are very good.

I find everything is very good. The programs offer so much for my future and me.

The information on RCC was very helpful.

I like the service that I get at the Learning Center and helps me on the area I need it.

I think there should be more said about what you do in the newspaper because a lot of people don't know what you do unless it is from the employment office or someone who has taken the classes tells them.

Question 1: Adequate Access to Information about RCC (cont)

Workforce Training Center

Yes, they have given me adequate information on everything I have asked about.

I was able to access information easily on the phone and Internet.

I think your information about RCC programs is very good.

Access to information is very good.

It's a very good program, and it's helping me learn what I need to know.

Yes, lots of information here.

Don't change it, it works!

Yeah probably, since this is an RCC outlet and all.

Question 1: Adequate Access to Information about RCC (cont)

Downtown Center

Information has been openly provided for me.

I know enough; my mom and I were pleased.

Yes, I just looked at the phone books.

It is easy to get information.

I think you give the right amount of materials I need.

It's a good college, and the programs are a good thing for kids.

No, I have not heard adequate information on RCC, but I'm not curious about the information.

No, I don't know what they have to offer.

No, I haven't been told.

No, I have not really been told about any RCC programs.

Information is accessible to student who ask for it. I believe that more postings of information should be out in the open though.

Question 1: Adequate Access to Information about RCC (cont)

Illinois Valley Learning Center

I like it.

Yes, there is adequate access to information.

I feel the teachers are very helpful. The understanding and patience the teachers give is very helpful.

It is always available and easy to get to.

I feel that it has always been available to me.

All information is easily found.

I have no problem getting information.

I've received all the information to my questions about RCC and think that the programs and services are Awesome!

Yes, they helped me by making sure I had completed my goals.

Yes, I did get a lot of information about RCC and it's services.

I didn't receive a lot of information because I didn't ask one of the instructors.

Question 1: Adequate Access to Information about RCC (cont)

Redwood Campus

I am so very grateful to all that I have met here at RCC. The access to information is above just being adequate, the persons behind those desks, the aides there to help with such commitment to excellence in services is beyond the "call of duty." THANK YOU!!!

The services that RCC has to offer are great. I am a satisfied RCC student.

I have not found any problems in this area as of yet. If I do, I will surely let some one know.

I have received all information that I have requested.

Access to information was very good.

Very good information.

I think that services and the help for us students is great.

Excellent reference material.

All I wanted to know, everyone answered my questions.

All information was provided as needed.

I think the services and programs here are adequate.

I know RCC has lots of information and that it's available to students. I think it's a good idea to help the students out.

I think that the programs are great. They give me something to look forward to.

It is good information.

Access to information is okay.

Question 1: Adequate Access to Information about RCC (cont)

Redwood Campus (cont)

You always can get information at first in our ESL class from our teacher. She will explain all steps you need to go ahead, plus once or twice in the year, we have exercise around the campus and are introduced to other programs.

Since I got here everyone has been helpful to me.

The services and programs are very good, services are good, and the teachers are very helpful.

Great!

Yes, it is good, the courses that they teach us.

For me, it's very excellent that which I learn here. Thank you!

Yes, it's sufficient, the classes that they give us, and the program of classes are very good.

Yes, I am agreeable with that.

Everything is good, all the services.

Yes, it helped.

Yes, I'm getting the right information about what services are offered.

Question 2: Getting Started in ABE/GED

Fir Street Learning Center

Getting started into this program was a lot easier than I thought it was going to be. I was nervous at first about coming here to get my GED. I didn't know what people would think of me or if I was going to be judged, but it wasn't like that at all. There are people here of all ages, and everyone takes time to say hi.

I have been here for a long time. From time to time, it has been easy to come back and start again.

I had no problem getting started. Staff is helpful and made it easy for me to feel comfortable.

She was friendly and made you feel good about yourself.

GED, the registration, and everything were done so I could understand.

I like the way they treated me. It was very clear what they said I had to do.

I thought everyone was so friendly and always willing to help.

Well, it's up to you to get started, but everything else was okay.

Everyone was very helpful.

Getting started was very easy by all the helpful instructors on the floor when I arrived. I was made to feel very welcome.

I think it's great that somebody walked me through the building and showed me where everything is.

Orientation was very helpful, and people were very nice.

I was welcomed very nicely, and I was happy to get all of the tests done on the first day.

Easy, yes. It was casual and fun.

Registration: If you are going to register, it's important to be down here to make good use of your time.

Question 2: Getting Started in ABE/GED (cont)

Fir Street Learning Center (cont)

For me, this was perfect and helpful.

Getting started in the whole works did a great deal for me. I am glad I chose to be here.

Registration, orientation are steps of just getting started. There's no complaints in any way for the GED classes or studies.

Everything went smoothly. No problem getting information at all.

During orientation, the staff was very informative.

The instructor helped with registration, orientation, and assessment. I believe that the Learning Center needs to have more general information on financial aid and higher education.

I wasn't intimidated by the test, but many people are. I believe it might be better not to scare people away with testing, and make it a more relaxing and pleasurable experience. Once they are relaxed and "interested," go for the nitty-gritty.

I recommend that an area in the Learning Center be set up for information on financial aid and other schools that students can attend in the future.

Question 2: Getting Started in ABE/GED (cont)

Market Street Learning Center

The starting process for the GED was very easy, and the help was really great. Sue Miller made all of this very easy to understand.

Easy.

Getting started on my GED was made to be very simple – and I really wanted it to be that way.

I'm here to learn my math skills and work them up.

Totally organized, good positive output on everything above.

Well done.

I am just getting started in the program, but so far it seems all right and understandable for me in the areas that I am weak. It is very helpful; I am learning things that I have never known before.

People who are not getting a GED or ABE usually need a refresher.

Before you want to take your GED, take the orientation, and then some tests, and register too.

I feel that when I started here, I was very welcome, and I felt very comfortable with all that was done.

Getting started in GED/ABE is very accessible. The staff and teachers are a great help, and they are approachable at all times.

The instructors are very helpful in getting started in a course study and helping you understand when you have a question.

I got all my general information right away. I went to my orientation and was started right up. Thanks to everyone, my transaction went smoothly, and I felt right at home.

I found it very hard to take the first step, but since then, I have not regretted taking that step. I have had quite a lot of help and encouragement.

Question 2: Getting Started in ABE/GED (cont)

Market Street Learning Center (cont)

Again, very helpful and informative.

It was easy. Everyone helped with any questions or information I needed.

It was very fast and easy.

I went to the OASIS class to get started with help so I can go to school to be a phlebotomist.

After you learn about it, the way it's set up is great. I liked the two weeks with OASIS; it sets you up and gets you ready, so when you start to work on your GED, finding a job, or going to college to learn more, you are ready.

The orientation was okay. The general information is great because it's stuff I need to know.

Very easy to register, very well explained in the orientation.

It was really easy; I appreciated the communication from the teacher. It made things easy for me to understand.

It was easy to sign up and get started.

Staff was very concerned and helpful to my needs. They gave me a lot of information, and on time, with classes and answering my questions.

Everything was great! (Easy to follow)

Question 2: Getting Started in ABE/GED (cont)

Workforce Training Center

The starting process for the GED was very easy, and the help was really great. Sue Miller made all of this very easy to understand.

It was really easy. I appreciated the communication from the teacher. It made things easy for me to understand.

Staff was very helpful to my needs. Lots of information and on time with classes and answering my questions.

The orientation was okay. The general information is great because it's stuff I need to know.

Very easy to register. Very well explained in the orientation.

Everything was great (easy to follow).

Good.

Easy.

It was easy to sign up and get started.

Question 2: Getting Started in ABE/GED (cont)

Downtown Center

Yes, from Sandy and Gayle Lucky.

Sandy did a decent job explaining the program.

I think everyone should get involved in it.

Yes, I understood everything.

Great explainers.

Everything was explained fine.

Yes, I understand everything about the GED program.

I am satisfied.

I was given good information about how to get started with my GED. The orientation was very helpful and informative.

Everything I needed to know was explained to me.

It's also easy to enroll in.

It's pretty simple to get started.

Yes, I'm pretty comfortable with the program, and things were explained very well.

Getting started with the studying for the GED is pretty easy to come by, but the cost for registering for the tests should be lowered to a more affordable price so people with a lower income can take it.

Question 2: Getting Started in ABE/GED (cont)

Illinois Valley Learning Center

Orientation was very informative, registration was easy, and I've received all the general information from very helpful staff.

It was better than other schools I've been to.

Yes, all of it is fine.

I was amazed how easy it was to enroll in the ABE course.

Quick and easy. Well organized.

It's been good, quick, and easy.

The people working were very helpful and got me started taking my GED.

Everything was very good.

I felt very comfortable here when I started and felt like I was not pressured.

It was so hard at first, I didn't know that much at all, but now I have come a long way.

Question 2: Getting Started in ABE/GED (cont)

Redwood Campus

Everyone is friendly and courteous.

I have been guided through all direction with much appreciation.

I really appreciate this program. I was scared when I first got into it, but now I feel I have everything I need here to succeed, plus the first nine credits included. I feel there is nothing stopping me now! Thanks!

They were helpful with everything.

They show you the ropes and help you get started on what needs must to be met and how to meet them.

I'm having an easy time getting started in all areas.

Very easy.

Everything is prepared and ready when you come to the orientation, and also the information they give you about your GED.

It was easy and fast.

I had no difficulty getting started; the instructors have been helpful and extremely supportive.

I had plenty of help in registration and all areas mentioned. Thank you!

I have never had any problems with this. I like how the system is now.

Well, I'm not sure how they do orientations now, but when I did mine in '97-'98, it was easy enough.

Getting started in the GED was really easy. You come in, they sign you in and get all the papers in order.

Yes, it's okay.

Question 2: Getting Started in ABE/GED (cont)

Redwood Campus (cont)

I started in ESL class five years go and would like to attend this class as long as possible. Our teachers will work with us individually and will help with information for ABE and GED class.

Everything was fine.

Yes, they trained me to help me get my GED.

Great!

Always is difficult, learning a second language.

I am happy with what I learned.

It's easy to understand the teacher and understand the program by the way that she explains things to us.

It is very easy to begin.

I got good guidance on registration and other services.

Great!

Might need more books you can take home to study because I don't get to come here very often.

Question 3: Attending Classes

Fir Street Learning Center

I really love the enthusiasm that is shared by the instructors. Peggy and Steve make learning fun and not tedious. I look forward to seeing them and learning from them. Math has always been intimidating for me – I now want to be in class and participate.

All the teachers have been great. Thanks a lot for making the effort to keep those programs open.

The teachers and staff are and have been from the first day very helpful and understanding. I have been made to feel very welcome.

So far everything has become a great success, and hopefully I will do more. All the teachers are nice and very understanding.

Everyone has been so good to me, and they help me because I'm hard of hearing.

The staff has been great at giving me information and assistance with everything.

For me to concentrate on what I'm doing, it takes a quiet facility, and in my area of conflict, a lot of help. Everyone here at RCC is very patient and easy to communicate with and help me understand when I get confused or don't understand something I'm working on.

I only have one class, but I am enjoying it. It was easy for me to adjust to where my class is, what time, and who my classmates are.

The schedules were what I needed.

Attending classes for me is so convenient; I choose the hours that best work for me.

Very good, the time and all above.

The time is okay; parking is great, no problem with schedules or parking.

I enjoy the classes, and the times are awesome.

I really like the schedules, especially evening classes. Location and parking, I don't see a problem.

Question 3: Attending Classes (cont)

Fir Street Learning Center (cont)

No problem with finding times to fit my schedule, easy to find location, and parking is great.

I attend night classes because I work and have a child. The hours they stay open and the location come in very handy. I would have not been able to get my GED without it – everyone is very nice and extremely helpful, and since I attend evening classes, parking is never a problem.

Time is perfect with evening class, with my schedule. No complaints about location.

I like to have sometime classes in Phoenix, more parking, and more scheduled classes on other subjects such as social studies, science, and reading.

I like the times; location and parking are all right for me. Well, parking is sometimes a bit difficult depending, I guess, at what time we arrive.

Parking is a little crowded sometimes.

Need a better parking lot.

I would like my classes longer and in different classrooms.

The instructor that holds GED class should be able to give students credit for successfully completing the classes. These classes can't be used on college transcripts.

I feel you should be able to make your own hours.

Things could possibly be bigger.

This building has more room; it's more convenient for studying, parking, etc.

I'm not really good when it comes to reading and talking in class; it's hard for me.

Classes are okay, but maybe we should get classes that will improve our schooling or just a bit more explaining toward students.

Question 3: Attending Classes (cont)

Market Street Learning Center

The teachers are very helpful.

I have been here a very short time, but all he instructors have been helpful and encouraging. Thank you to all of them.

All of the instructors are helpful.

The staff is very helpful and supportive. Thank you.

The class is very laid back, and it is easy to think and learn here. The counselors are very helpful in every way possible. I really enjoy coming here to this place for my GED.

I believe that if things were made any easier, the only challenge would be the work, but still the little challenges are not too hard.

I think that it is great area, classes are only across the street, there is plenty of parking, the Job Council is next door, and the Welfare Office is around the corner. I think that resources are better than ever.

The classes are really helpful in many ways, to help further your education and get a better job.

I attended class all the time at the Learning Center.

Haven't had any problems with any of the above.

Parking is good; I haven't attended any classes as of yet.

I haven't attended any yet.

Time and location are very acceptable.

The parking and all it good.

Attending class has not been demanding, and I feel that classes are open for your own convenience.

How everything is set up for its students are very convenient, this works for me.

Question 3: Attending Classes (cont)

Market Street Learning Center (cont)

Classrooms are close and convenient, as well as hours and parking.

Attending the classes, I don't feel pushed in any way, the time is just fine, and class schedules are nice. The parking is really good because you don't have to park on the street.

Going to the Learning Center is very flexible. I can study in the Learning Center at my own pace. Maybe in the future, when more people learn about this program, it might need more parking spaces.

Access to parking on the RCC side is limited; longer hours or evening hours would be helpful.

Parking sometimes can be stressful when driving a long vehicle.

The time and location are good and close for me. I think if they're going to do something with the parking, we need more space to park.

I can only take the learning class when I can.

I know it's hard, but I think the classes in math need to be longer. Not just every six weeks and start over. George is a great teacher. He makes it easy. If you miss a class, it's hard to catch up. The girls are all great at the Learning Center. They are a big help in everything.

Question 3: Attending Classes (cont)

Workforce Training Center

Sue Miller is a very GREAT teacher and is easy to get along with. George is a good math teacher.

Mr. Foley is very nice. He knows a lot about all the subjects that I'm taking. He is a good-humored person. He has a good, pleasant one-on-one conversation on helping you with what you need help with. Thanks, Mr. Foley.

The teachers are very nice and know a lot about all the subjects that I'm studying. They have a great sense of humor.

It works out great because I live in Eagle Point, and I wasn't looking forward to going to Medford every day. I think it is a good idea that you guys put a RCC here in White City. You can't have too many community colleges.

The location is great. It is close to the city that I live in, which is Eagle Point.

This is a very good location at the V.A. facilities in White City.

I think the location is great because I live close enough to get there, and the times are okay.

Class schedules are great!

My schedules are okay, they fit into my lifestyle very good. The location works really well into day plans.

Everything works really well for me.

The place, the time, and schedules work with my everyday life.

The schedules of classes are very good.

Location is great! (I live in Shady Cove.) There could be more parking.

I wish RCC would get a mechanics class so I can learn more about working on cars.

Question 3: Attending Classes (cont)

Downtown Center

Sandy covered it adequately.

Sandy covered it pretty good.

Everything is fine.

Class hours are good. It doesn't start too early and gets out at the right time. I like only going four days a week.

Time and location is good.

Everything was explained well.

I think it is important to be on time and be ready to go.

Well explained attendance – being on time, or contract will be voided.

Yes, they explained the attendance to us when we came in for the orientation.

Attending class is easy because there are only four days a week.

The Downtown Center has good hours, the classes are okay, and the parking is good because I don't drive yet.

Yes, I enjoy the class and the times.

The time of classes is pretty much okay because it is still a school time to learn.

I don't see why we have to have a life skills class. Why can't we use that time to take practice tests or study to get the GED?

Question 3: Attending Classes (cont)

Illinois Valley Learning Center

I feel the teachers are very helpful. The understanding and patience the teacher gives is very helpful.

I feel that is always been available to me, and the teacher has always been helpful.

I'm having a hard time because it's been too many years out of school. The teachers are very helpful.

RCC is a very nice place to study in quiet rooms, and they have all kinds of things you can do without getting bored, and the teachers are great.

The Learning Center here is good and comfortable to people that are looking to get their GED.

Yes, I think that they do a good job.

I find the schedules to be very helpful with my busy schedule.

Okay.

I feel the time and location are good.

Parking is just fine.

My schedule is perfect, the school location is great, and the one-on-one teaching tactics are very helpful.

I tried to be on time, but I was working a lot.

All class times were good, schedules for me, and parking was nice too.

Belt Building 2 to 3 hours a day.

Question 3: Attending Classes (cont)

Redwood Campus

I have no complaints; all of my requirements and necessities have been addressed as needed. The instructors are friendly and give plenty of encouragement.

I like the instructors, and the book club is exciting and fun.

Teachers are okay.

I'm happy the way it is; we have good teachers.

The teachers are very helpful, and I've learned a lot.

As for comments, I am satisfied with the college and with the teacher for the way she teaches us the material and explains to us everything very well.

I would just like to say that I think the staff in K bldg cares about their students and are always there to help if they can.

Everyone is helpful and easy to get along with.

The staff here is extremely helpful.

I am satisfied, and the classes are easy.

All information has been given.

The lab is Awesome!!! No complaints at all.

Everything is when you want it.

RCC is in a perfect location, the class schedules are excellent!

Not a problem.

Open schedule makes it easier for me to attend classes.

I really like coming to school Monday-Thursday because I have Friday, Saturday, and Sunday to my kids. Class schedules are also very good because I get to be home before my kids get out of school, plus parking is okay.

Question 3: Attending Classes (cont)

Redwood Campus (cont)

It is way easier than high school and a lot more less aggravating.

All information was provided as needed.

I like the different schedules.

I like the fact you can make your own schedules for the GED program – that really helps me out.

I attend math and essay writing; they are very convenient to my time, and location is convenient.

I like the time, location, schedule for our classes, and all improvements were made are for the best.

There are signs pointing to the place we need to go.

It is easy.

The schedule and times are excellent.

The times are good for me, so is the location and parking.

Everything is fine.

Time is good for me, and classes have good people.

Yes, it is easy because there is a bus, and it's a good morning schedule.

All is very easy, like parking to class, and everything is pointed out to us.

About 10:00 AM, there seems to be no parking by the K building; you have to park way in the back.

I think we may need to get more parking spaces as this area keeps growing.

I just can't seem to find enough time to do all I want – to participate more. That's only because I'm wanting to put too much on my "own plate."

Question 4: Other Comments/Suggestions for Improvement

Fir Street Learning Center

I'm happy that RCC is so close to where I live. That makes it easier for me. I have passed two of my five classes thanks to the RCC staff.

Everyone is very friendly and helpful.

Thank you for all your help.

I never thought I could make up for the years that I slacked off at high school, but now there's this wonderful school to help me.

I wish they had other courses like photography, but I can't really complain; they have come a long way since they started at RCC.

I don't like other people talking in the classroom while I'm sitting.

I think other vending machine fillers should be available, healthier snacks, and maybe a cocoa machine with soup and coffee.

Question 4: Other Comments/Suggestions for Improvement (cont)

Market Street Learning Center

RCC is the best thing for your future, and the people here are excellent. They like to work with you and be very helpful, too.

This is not a comment, but only a wish. The government should continue to support this program because it helps a lot of people in this country.

I think this is the best school I have gone to. The first one I went to was in Phoenix, and it was overcrowded. I believe this school is perfect. It is a beginning school to up your skills and move on. Also, everyone around has a great attitude and very uplifting. Thank you.

Individual help that you get from all is very reassuring to all of us.

I have found it a very helpful and satisfying experience.

Thanks for being there for me.

Question 4: Other Comments/Suggestions for Improvement (cont)

Workforce Training Center

I think the ABE/GED program is very helpful and great because it helps me do stuff I can't do at home.

It's a great learning place for all ages.

I don't really have any comments except about how great this location will or would be for a community college.

I'm excited to go through the cap-and-gown ceremony; it will be a good feeling to finally earn my GED. I went to the Riverside location about two years ago and was not impressed with the environment. The room was small and somewhat depressing.

Question 4: Other Comments/Suggestions for Improvement (cont)

Downtown Center

Thank you for giving us this schooling.

No improvements are needed.

Need more parking spaces and walls on the gazebo.

Need more parking spaces, maybe a snack bar, and walls on the gazebo and benches.

More parking spaces, a snack bar, and a gazebo would be nice.

Need more parking spaces and snacks.

Question 4: Other Comments/Suggestions for Improvement (cont)

Illinois Valley Learning Center

[No additional comments.]

Question 4: Other Comments/Suggestions for Improvement (cont)

Redwood Campus

Thank you for giving me this opportunity. There was a time in my life that I never thought all this could or would be possible. I thought it was too late, but this place has allowed me to see it's not.

I like the programs at RCC. I think that the programs are great because they help you a lot. They're helping me a lot in math and reading. I really like these programs.

Everything is fine.

Wish you success in your work.

The Moving On program has motivated and encouraged me more than words can express. Only my completing and moving on in my education and in life will I ever be able to express my appreciation.

To be able to keep attending classes because, even though I have learning problems, I think school is good.

I really enjoy coming here.

Good that they don't take transportation away because I live far away, and I like attending classes a lot.

All is perfect, but the food in the cafeteria is too expensive.

SAMPLE SUMMARY

Sample Summary - ABE/GED Program

County/Center	Sample Day	Sample Eve	Center Total	% of Total Sample
Jackson County				
Fir Street Learning Center	24	5	29	24 %
Market Street Learning Center	20	n/a	20	17
Workforce Training Center	7	5	12	10
Total JaCo:	*51*	*10*	*61*	*51 %*
Josephine County				
Downtown Center	15	n/a	15	13 %
Illinois Valley Learning Center	10	1	11	9
Redwood Campus	unk	unk	33	28
Total JoCo:	*25*	*1*	*59*	*49 %*
Total ABE/GED:	*76*	*11*	*120*	*100 %*

QUESTIONNAIRE

Student Satisfaction Survey, Winter 2000
Rogue Community College, ABE/GED Program, <site>

In a continuing effort to improve our services to students, we are interested in your opinions on various issues that impact your ability to focus on learning. All replies, whether of a negative or positive nature, are welcome. Improvements will be made based on comments and suggestions we receive, and will be communicated back to students. We appreciate your participation and value your input highly. Please comment on the following areas of interest...

Adequate access to information about RCC (services and programs that we offer)

_____
_____
_____
_____

Getting started in ABE/GED (registration, orientation, assessment, general information, etc.)

_____
_____
_____
_____

Attending classes (time, location, class schedules, parking, etc.)

_____
_____
_____
_____

Other comments/suggestions

_____
_____
_____
_____

Would you like to discuss any of these comments with a college representative? ❑ Yes ⇨ *fill in below* ❑ No

Your name:_____ Phone:_____ Time to call:_____

Our goal is to provide the best learning environment possible. Your comments and suggestions are extremely helpful to us. Thank you for taking time to complete this survey.

Galyn Carlile, Dean of Instructional Services